



2642  
Atty. Docket No. 8009-1009

PATENTS  
7/A  
Sms  
7/8/03

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of

Shinichi UKON

Confirmation No. 3288

Serial No. 09/690,727

GROUP 2642

Filed October 18, 2000

Examiner Bing Q. Bui

AUTOMATIC CALL DISTRIBUTION SYSTEM  
AND METHOD

AMENDMENT

**RECEIVED**

JUL 02 2003

**Technology Center 2600**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Responsive to the Official Action of March 31, 2003,  
please amend the above-identified application as follows:

IN THE ABSTRACT:

Replace the originally-filed Abstract of the Disclosure  
with a new Abstract provided on an accompanying sheet.

IN THE CLAIMS:

Cancel claims 1-12.

Add the following new claims:

A'  
--13. (new) A method of automatically distributing  
calls from calling parties to agents in a telephonic service  
provider facility, the method comprising the steps of:  
providing a database that associates specific calling  
parties with specific agents in the telephonic service provider  
facility, the database including call identifiers of the specific